



If you are having an issue logging into the Virtual Experience Platform, we recommend clearing the cache and cookies from your web browser.

Please follow the steps below:

### **Google Chrome Users**

1. Go to settings in the top right corner of the browser
2. Click Privacy and Security.
3. Click "Clear browsing data."
4. Make sure to check "Browsing History" and "Cached images and files" to clear this data.
5. Click "Clear data" and close your browser.
6. Reopen your browser and log into <https://ww6.aievolution.com/trbam2021/>.

### **Mozilla Firefox**

1. Go to Options in the top right corner.
2. Click "Privacy and Security" and scroll down to "Cookies and Site Data."
3. Click "Clear Data". A pop-up will appear, click "Clear."
4. Close the browser and reopen to log into <https://ww6.aievolution.com/trbam2021/>.

### **Internet Explorer**

1. Click "Tools" then "Delete browsing history."
2. Make sure that "Cookies and website data" is checked, then click delete.
3. Close your browser and reopen to log into <https://ww6.aievolution.com/trbam2021/>.

If you continue to experience a problem, please contact MyTRB at [MyTRB@nas.edu](mailto:MyTRB@nas.edu)